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EDITH COWAN UNIVERSITY

PERTH WESTERN AUSTRALIA

**EVALUATION OF THE PROVISION FOR A
UNIVERSITY HEALTH SERVICE AS PART OF THE
QUALITY ASSURANCE PROCESS**

Rob Chandler and Barry Sheridan

RESEARCH REPORT No. 6

November 1993

**MEASUREMENT, ASSESSMENT
and
EVALUATION LABORATORY**

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Evaluation of the Provision for a University Health Service as part of the Quality Assurance Process

Abstract

Universities within Australia are facing increasing demands to demonstrate quality in both product and process by ensuring that their aims are met efficiently and effectively. As part of the quality assurance process for Edith Cowan University, a multi-campus institution, an evaluation was undertaken to monitor the effectiveness of the University health service and its significance within the University community. Responses from both staff and students to a survey conducted during August 1993 on behalf of the Department of Medical and Health Services indicate a high level of support for this service. This Report provides an overview of the evaluation study and from this perspective, the important role of the Department as perceived by its clients is presented. Details relating to the operation of the Department in terms of its campus facilities and range of services will be presented in future reports in this series. Besides the immediate summative information available, this evaluation also raises issues of a formative nature for addressing the future operation and planning of the Department within the broader context of the University community.

Key words: Evaluation, health services, university, quality assurance

Evaluation of the Provision for a University Health Service as part of the Quality Assurance Process

Introduction

Since its inception, Edith Cowan University has taken a high profile regarding the role of evaluation for assessing its operation and output. Accreditation of courses is now a well established practice, and the development and implementation of the Programme Evaluation Project (Sheridan, 1993) now provides an important contribution to the academic profile and strategic planning of the University (Edith Cowan University). Allied to the delivery of programmes of study, the University has also assumed a responsibility for assessing the quality of other aspects of its operation. One area associated with the University community for many years is that of health services, with the service available to both staff and students on all major campuses. As part of the University quality assurance processes overall, and for the Department of Health and Medical Services in particular, an evaluation was undertaken in August 1993 to address several areas considered important to that Department.

With the development of the University over the past ten years, the Department of Health and Medical Services has become a significant feature of the University community. The role of the Department is documented in its Mission Statement which is in accord with the requirements of the Quality Assurance Processes adopted by the University. A copy of the Mission Statement appears as Appendix 1 to this Report. For ease of communication throughout this Report, the Department of Health and Medical Services will be referred to as "the Department" and the range of services offered by the Department as "the health services". Details pertaining to the structure and operation of the Department appear as Appendix 2. In addition, staff and students undertaking this survey will be referred to as clients of the Department. Finally, all references to analyses and graphical displays will refer to the total sample unless stated otherwise.

Evaluation Strategy

One reason, then, for undertaking an evaluation of the Department is to comply with the quality assurance requirements of the University to monitor the degree to which the goals set in the Mission Statement have been achieved. In addition to this motivation, the changing economic climate and the reduction in funding in real terms to universities has meant that increasing attention is now devoted to seeking assurances that the University is receiving value for money from operations such as its health service. Discussions held

recently within the University have focussed on major changes that would have a wide reaching effect on the structure and delivery of health services to staff and students of the University. The proposed structural changes, if implemented, are viewed by the Department as having, potentially, an adverse effect on both the performance of the Department and the provision of its health services. It is seen as critical, therefore, within the context of the quality assurance processes of the University that an evaluation be undertaken into the level of performance of the health service. A survey of staff and students of the University who use this service was considered to be the most appropriate means of assessing performance, especially as no prior evaluation has been conducted on the perceived role of the Department and any inferences as to the effectiveness of the services offered have been largely anecdotal.

To guide the design of this survey, the following criteria were considered important:

- To collect information on the demographic profiles of staff and students using the University Health and Medical Services on individual campuses. This was considered necessary in order to assess their specific health requirements and thereby ensure that issues of health care to all age groups, race and gender, were being responded to.
- To ascertain the degree of health service utilisation by, and review the health needs and provision of additional services for, the student population attending Edith Cowan University.
- To determine the current means of awareness of the presence of the health service on each campus in order that marketing/promotional strategies can be consolidated to increase student and staff awareness of the presence of the service overall, and on each campus.
- To assess current staff/student utilisation of the service by determining the number of consultations of individuals participating in the survey in the 6 months proceeding its implementation.
- To determine the level of satisfaction with medical, nursing and physiotherapy services provided by the University Health and Medical Services overall, and on individual campuses.
- To determine the extent, in terms of cost to the University, that the presence of an on campus health service has on minimising the time required by staff to be away from their work place seeking medical or nursing treatment.
- To determine the extent that students of the University are spared extended time away from their studies by the provision of medical, nursing and physiotherapy facilities on campus.
- To determine the extent of support for additional allied health services (physiotherapy, podiatry, pharmacy, dentistry, dietitian, other) on each campus in order to assist the University Health and Medical Services and Student Guild in its forward planning and development of appropriate Health Services.
- To identify the degree to which staff/students would be prepared to pay for access to additional professional services if they were provided on campus.

- To review the current provision of physiotherapy services on Mount Lawley campus, with particular reference to the continued use of the service by students if that service were to be privatised. In addition, to ascertain from the student population using this service as to whom they considered should be responsible for the maintenance of the cost of the current physiotherapy service.
- On a campus-by-campus analysis, to determine the most suitable hours of opening for the Health and Medical Services.

The Design

The strategy adopted for the present study was to cover the range of contextual settings as specified in the Evaluation Strategy. In this way, a comprehensive profile of the health service offered could be examined and trends noted across the different client groups – staff versus students; Australian versus International students – and for the different service options available – medical versus nursing versus physiotherapy (for the Mount Lawley campus only). Besides providing the opportunity for investigating the extent to which responses vary and to test for the presence of interaction effects, this design would enhance the task of assessing the strengths of the service available, as well as highlighting areas that may need further consideration and assessment, and how these issues could be addressed in future planning.

The rationale for the design of the survey form centred on obtaining information from clients that had a direct relationship to the service option offered. As the aim of the study was to understand the wishes of clients in the context of their special position within the University community, the survey was constructed to embrace all aspects of the operation of the health service considered crucial to the client's support of this service.

The Survey

The survey questionnaire was developed by the Head of Department, Health and Medical Services in association with the Head of Department, Programme Evaluation, and to accord with the rationale and criteria presented earlier. Separate forms were prepared for medical, nursing and physiotherapy consultations undertaken within the Department. A copy of the survey forms appear as Appendix 3 to this Report.

The collection of data for each survey form was undertaken by the nursing and reception staff of the Department. Staff and students attending for medical, nursing or physiotherapy consultations were invited to complete the survey questionnaire. It was indicated to potential participants that completion of the survey questionnaire would assist in the evaluation and future planning of the Department's services and were advised that the questionnaire would take from 3 to 5 minutes to complete.

Clients presenting for a medical consultation were requested to complete a medical questionnaire, those attending for a nursing consultation completed a nursing questionnaire, while the physiotherapy questionnaire was completed only by those clients attending the special facility on the Mount Lawley campus. In circumstances where a medical consultation was followed by a nursing treatment, then the medical questionnaire only was completed. Where more than one consultation occurred during the survey period, clients completed one survey form only for each of the specific consultation areas of medical, nursing or physiotherapy as appropriate. In this way, a maximum of three questionnaires could be completed by any staff member or student of the University during the data collection period: 1 medical, 1 nursing and 1 physiotherapy questionnaire. Completed questionnaires were placed in a cardboard box located in the reception area of the Department facility on each campus. The data collection was conducted during the interval 2nd August 1993 to 1st September 1993.

Factor Affecting Questionnaire Participation Rates

While participation in the survey was voluntary, a number of clients who would have participated did not complete a survey form for reasons beyond the control of either the Department staff or the clients themselves. An organisational factor often prevented Department staff during periods of high administrative activity from approaching all clients as planned. In addition, a number of clients were prevented from completing the survey form at the time of their consultation due to constraints associated with work and study commitments. Finally, the higher participation rate observed for the Churchlands campus may have been a direct result of closer supervision of the conduct of the survey by the Head of Department who is normally located on this campus. Details of the structure of the final sample for the study are provided in Table 1.

TABLE 1
Sample numbers for the health service survey for medical, nursing and physiotherapy by campus of service.

Campus	Medical		Nursing		Physiotherapy		Totals		
	Staff	Students	Staff	Students	Staff	Students	Staff	Students	Total
Bunbury	4	35	-	-	-	-	4	35	39
Churchlands	105	164	58	62	-	1	163	227	390
Joondalup	17	32	11	17	-	3	28	52	80
Mount Lawley	64	113	30	38	-	28	94	189	283
Other	2	3	1	0	-	-	3	3	6
Totals:	192	347	100	127	-	32	292	506	798

Results

Due to the array of context variables and alternatives sought within different questions, a considerable number of combinations and permutations exist for examining the data collected for the evaluation. The analysis for this Report will concentrate on an examination of the total data set to provide an overview of the information received and enable a general assessment of the service to be undertaken. In some cases, however, it will be necessary for the sample to be split into the two client groups of staff and students, and separate analysis considered. Additional analyses will be undertaken in the immediate future to examine in more detail those aspects of the evaluation considered appropriate to specific areas or interest groups within the University. For example, analyses concentrating on the responses from staff will be prepared and forwarded to the Human Resource Management Division and a similar one involving the student respondents forwarded to the Student Guild. A series of cross-tab analyses will also be undertaken to provide additional information that will assist in assessing specific aspects of the operation of the Department and thus form a basis for decisions relating to future planning. Of relevance to this latter activity will be the breakdown of information by campus and type of service offered, that is, medical, nursing and physiotherapy. Before presenting the general trends emerging from this survey, a brief examination of the sample as representative of the University population will be considered to assess the validity of drawing inferences from the data and relating these to the University population overall.

The nature of the sample

The number of students surveyed accounted for 60 percent of the respondents. From the displays in Figure 1 and Figure 2, it is evident that the number of females participating in the survey is, apart for the Joondalup campus, significantly higher than the number of males. This general trend is present in both the total sample (that is, staff and students combined) and student and staff sub-samples. To gauge if these data are a reasonable reflection of the total population, information on students for the total enrolments was compared to that for the respondents. As Table 2 reveals for students, the sample-to-population ratio (the number of respondents to the total number of enrolments) is higher for the Bunbury and Churchlands campuses than for the Joondalup and Mount Lawley campuses. There is also some imbalance between the sample and population proportions for the number of females to males across the campuses. The implications of these comparisons is a matter more for the detailed analyses to follow as they pertain to outcomes specifically related to the operation of the Department of Health and Medical Services on a campus by campus basis. Of interest to the present report is the possibility that a gender bias may exist more on one campus (like Churchlands) than on another (such as Joondalup). However, this would now be a matter for further investigation or

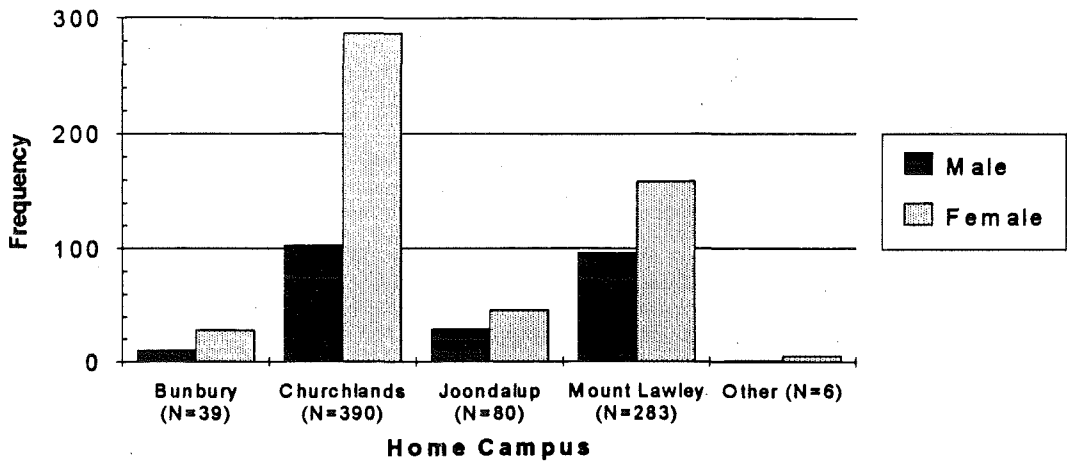


Figure 1: Frequency distribution of respondents by gender for the total sample.

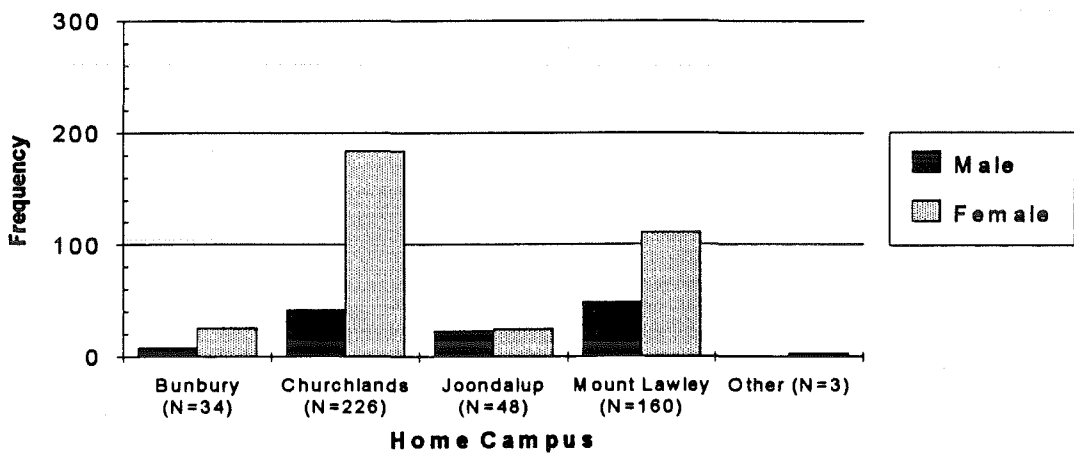


Figure 2: Frequency distribution of respondents by gender for the student sub-sample.

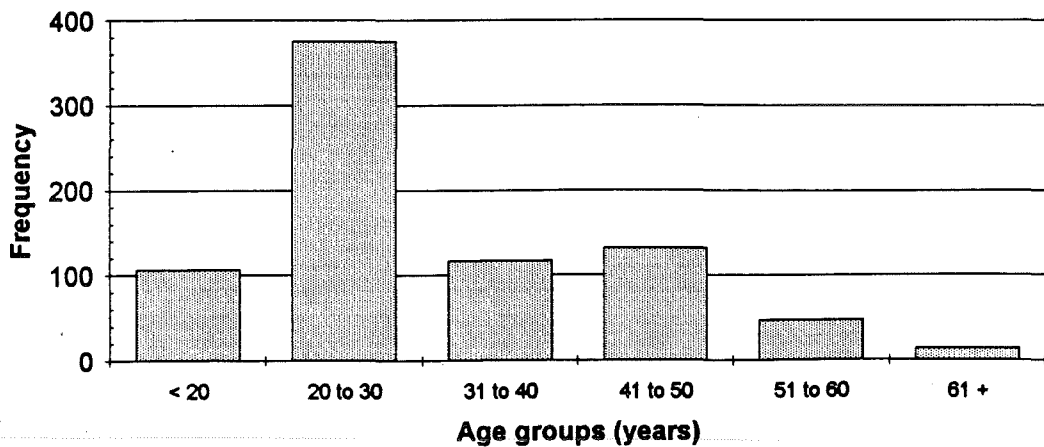


Figure 3: Frequency distribution of respondents by age for the student sub-sample.

TABLE 2

Proportion of number of respondents to total student enrolment and comparison of number of females to males between the sample population by campus of enrolment.

Campus	Sample-to-Population	Female-to-Male	
		Sample	Population
Bunbury	0.09	3.25	1.61
Churchlands	0.08	4.38	2.23
Joondalup	0.02	1.08	1.13
Mount Lawley	0.04	2.26	1.41

deliberation by members of the Department as the possibility of an interaction effect may exist across the campuses. Conclusions for the Bunbury campus are more tenuous, however, because of the relatively small numbers involved in the survey such that a change of only two or three clients in the response sample would have produced a significant change in the ratios as reported in Table 2.

The distribution of age across the respondents was also examined for representativeness to the total population. Figure 3 displays the distribution for the total sample (staff and students combined) and, apart from the higher number in the 41 to 50 year group, is a close approximation of the student sub-sample distribution. This is a consequence of the higher proportion of students to staff in the total sample. The age profile for the staff sub-sample (not reproduced here) was quite different from that of the students, where the numbers were more equally distributed in the range from 20 years to 60 years, with the highest located in the '41 to 50 years' category. For the student sub-sample, the respective ratios of sample to population numbers for the different age groups range from 0.03 to 0.07 which represents reasonable uniformity across all groups. Details pertaining to specific differences between the student and staff sub-samples will be provided in the later reports devoted to these areas.

Reference to the other aspects of the contextual setting for this evaluation need to be addressed briefly before proceeding with an examination of the survey responses. With respect to the different types of service provided by the Department, 67 percent of the total number of respondents sought Medical services, 29 percent received treatment associated with nursing only whilst the remaining 4 percent sought physiotherapy treatment. The student sub-sample was dominated by Australian residents as only 44 respondents (or nine percent) were International. In addition, most of the students surveyed (91 percent) were enrolled full-time.

The Survey Responses

An examination of the responses to each of the major statements on the survey is now considered. For the most part, this will consider both the staff and students combined but where necessary, for purposes of clarity, the two groups will be treated separately. Each question will be stated first, followed by a presentation of the results as a plot where possible and concluded with a brief comment or extension where appropriate.

Q5. How were you made aware of the presence of the University Health and Medical Service on your campus?

The level of endorsement of the different mechanisms for creating awareness in the University health service is presented in Figure 4 for the total sample. Orientation Week is rated the most important means of informing clients of the existence of the service which makes this activity an important publicity mechanism for the Department to maintain. While the majority of responses for this aspect were provided by students, as was to be expected when designing the survey, 13 percent of staff surveyed also endorsed it in preference to any other mechanism. It would appear that staff endorsing this category became aware of the health service through some form of orientation associated with their induction to the University. Of the next two most frequently endorsed formats listed, transmission of information by word of mouth from friends was rated equally by both staff and students, but publicity through campus publications was reported to be a much more important mechanism for staff than for students. Of the remaining categories listed, campus signs appeared to influence staff and students by about the same amount, while the Student Guild, appropriately, was a medium associated with students only. The remaining category of 'other' was endorsed almost exclusively by staff.

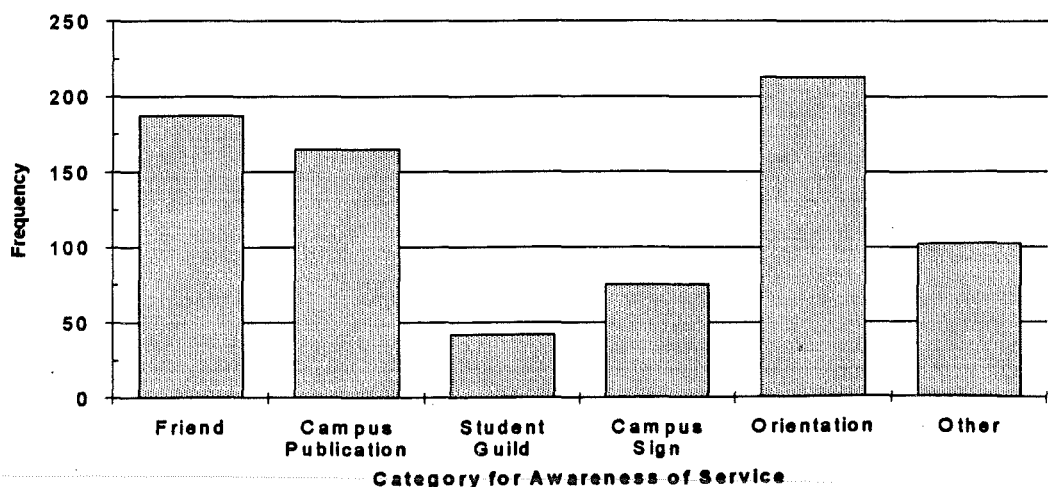


Figure 4: Distribution of sources of awareness of service

Q6. Prior to this consultation, how many times in the last six months have you used the University Health and Medical Service on your campus?

When attempting this question, 179 clients did not provided a figure for the number of prior consultations. A significant proportion of these clients would presumably have claimed the present consultation as their first during the past six months but did not add a zero as the response required. In addition, a small number of clients claimed more than 10 prior visits which were not considered a realistic claim. For the purposes of the present discussion, these responses were not considered in these analyses. For the remaining responses between 1 and 10, as Figure 5 reveals, the majority of clients have used the service on at least one previous occasion over the previous six months. The distribution for students was more uniform in that the number of consultations was highest for one visit and decreased steadily as the number of consultations increased to ten. In contrast, the number of prior visits by staff were concentrated mainly in the one to four visit categories and dropped away more rapidly for the higher numbers compared to the student pattern.

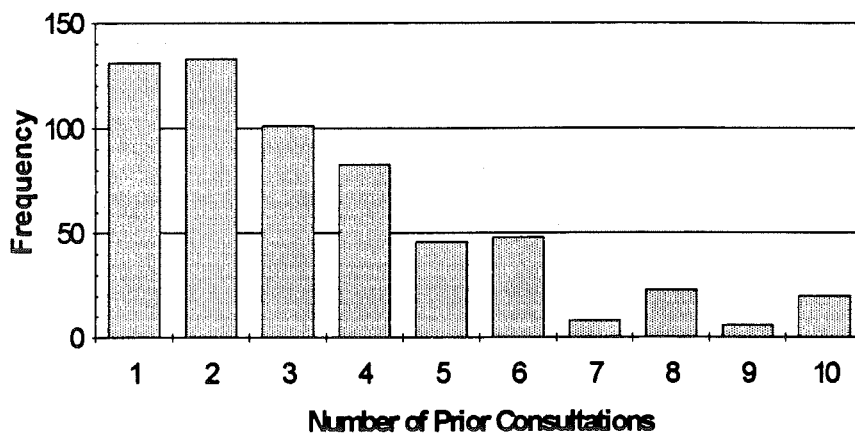


Figure 5: Number of prior consultations over the previous six months

Q7. Please rate on a scale from low to high the degree of satisfaction with the Medical, Nursing or Physiotherapy Service provided

As Figure 6 indicates, the vast majority of respondents rated highly the services provided by the Department. A similar profile of the degree of satisfaction was evident across both the staff and student sub-samples.

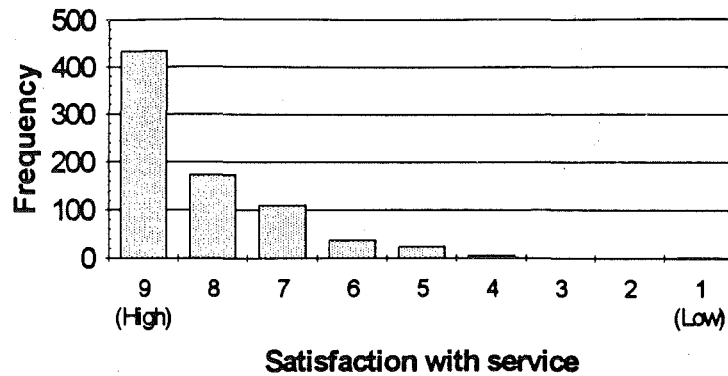


Figure 6: Number of responses for rating of satisfaction with the service provided

Q8. Estimate the number of work/study days, hours or minutes you consider to have saved with this consultation in not having to go off campus.

A close examination of the range of responses to this statement indicates that some confusion may have been caused in the minds of some respondents regarding this statement. In the design stage, the intent was to obtain an estimate of the time that respondents, especially staff, saved by attending their local campus facility. The presence of the 'days' response box attracted a few remarkable responses, but it was believed that some clients would consider a day a realistic response. Consequently, responses greater than one day were not considered in the analysis. As very few clients indicated a saving in terms of minutes, the analysis presented here is for hours only, where a day translates into a maximum of eight hours. Also, 135 respondents did not specify a particular time period but these can be considered in the general context of a period of time saved. The distribution presented in Figure 7 indicates that significant time is saved by both staff and students attending the University health service compared to those who may elect to go off-campus for consultations.

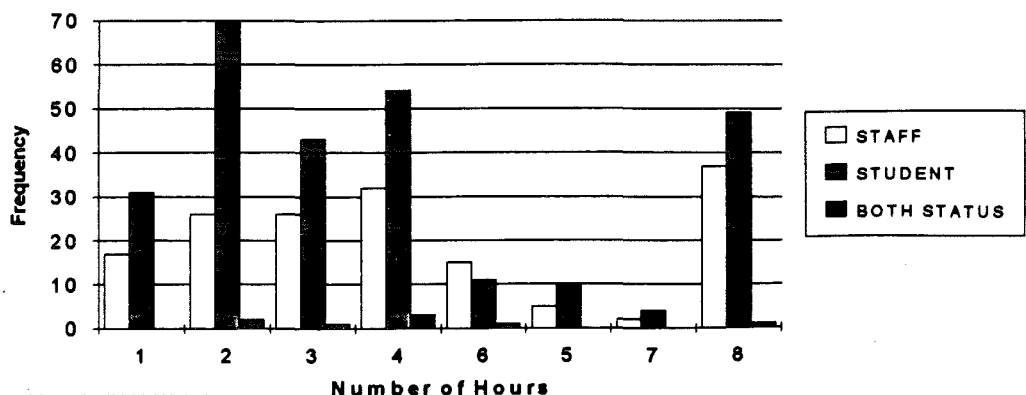


Figure 7: Estimated number of hours saved using the campus service

Questions 9 to 10 had a different orientation for the medical and nursing clients than for those involved with the physiotherapy consultations. The presentation for these two questions, together with question 11, will therefore be considered separately. Firstly, the following outcomes are applicable to the medical and nursing clients.

Q9. What additional allied health services would you have preference to being provided on your campus?

The distribution of responses for the provision of other services are displayed in Figure 8 where the different preference levels (1st, 2nd, etc) are presented together with the number of respondents who indicated a preference for the service but did not specify the level (labelled as 'indorsed'). With reference to Figure 8(a), the only service with a clear first preference was pharmacy and this was the preferred first choice for both staff and students. This trend was also consistent across the Churchlands and Mount Lawley campuses. Because of a low number of responses received for Bunbury and Joondalup, no firm conclusions were possible for these two campuses. When considered in conjunction with a high general indorsement (that is, where no actual preference was offered), the addition of this service to the University community is clearly a high priority. Preferences for physiotherapy as an additional service were more evenly spread across the higher end of the preference range (1st to 3rd), with no one preference standing out. Dentistry, on the other hand, while attracting a similar number of endorsements overall as physiotherapy, did reveal a higher second preference compared to the first and third categories. For the other additional services listed in the survey, neither podiatry nor dietitian attracted a high priority rating, as the display in Figure 8(b) reveals. As with Question 8, many clients responded by nominating additional services in a general manner only and did not specify a level of preference. These responses have been presented as 'Indorsed' in the distributions in Figure 8(a) and Figure 8(b).

A number of clients also nominated a service other than the five listed on the survey form. The distribution of responses in terms of preferences for this 'other' category also appear in Figure 8(b), and the distribution of specific services comprising this 'other' category appear in Figure 9. While the number of additional services nominated is wide ranging, the number of responses in support of each service are too small for any significance to be placed on these selections in terms of priority, especially when compared to the services presented in Figure 8(a).

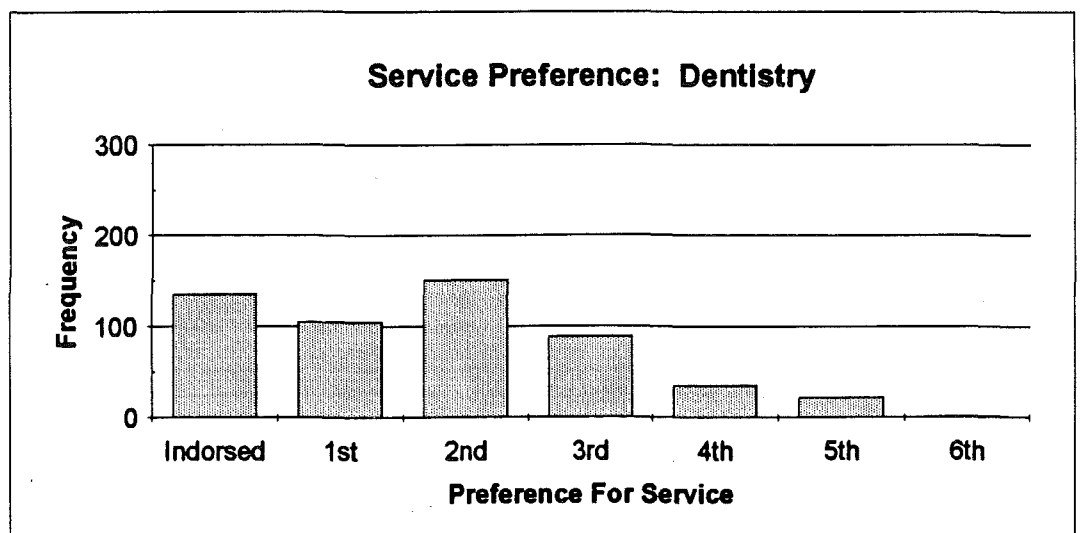
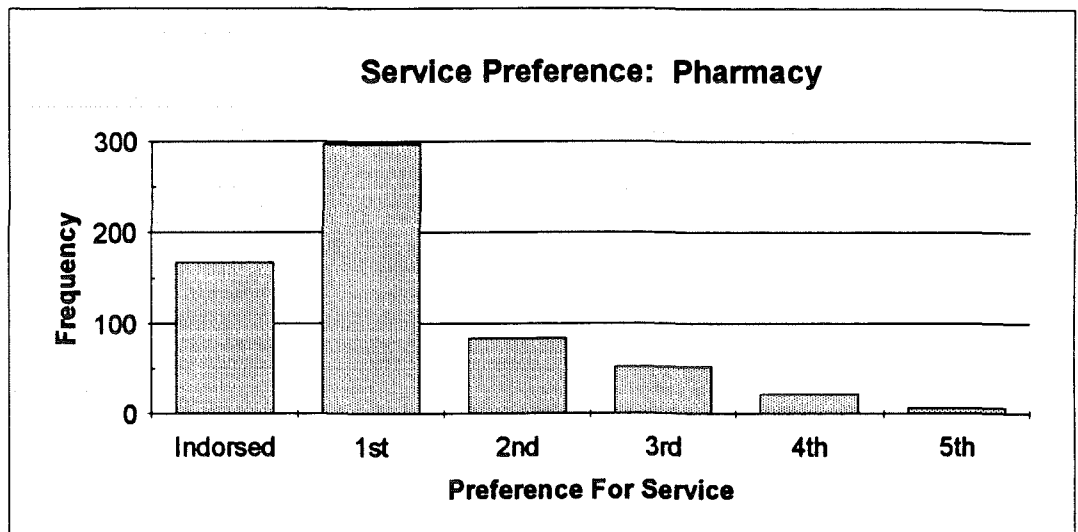
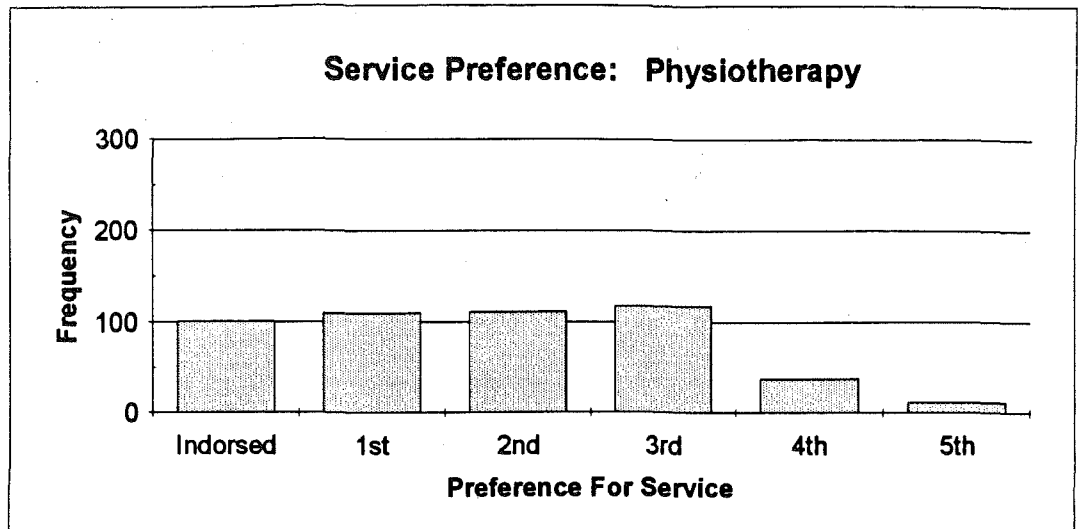


Figure 8(a) The top three preferred additional campus health services

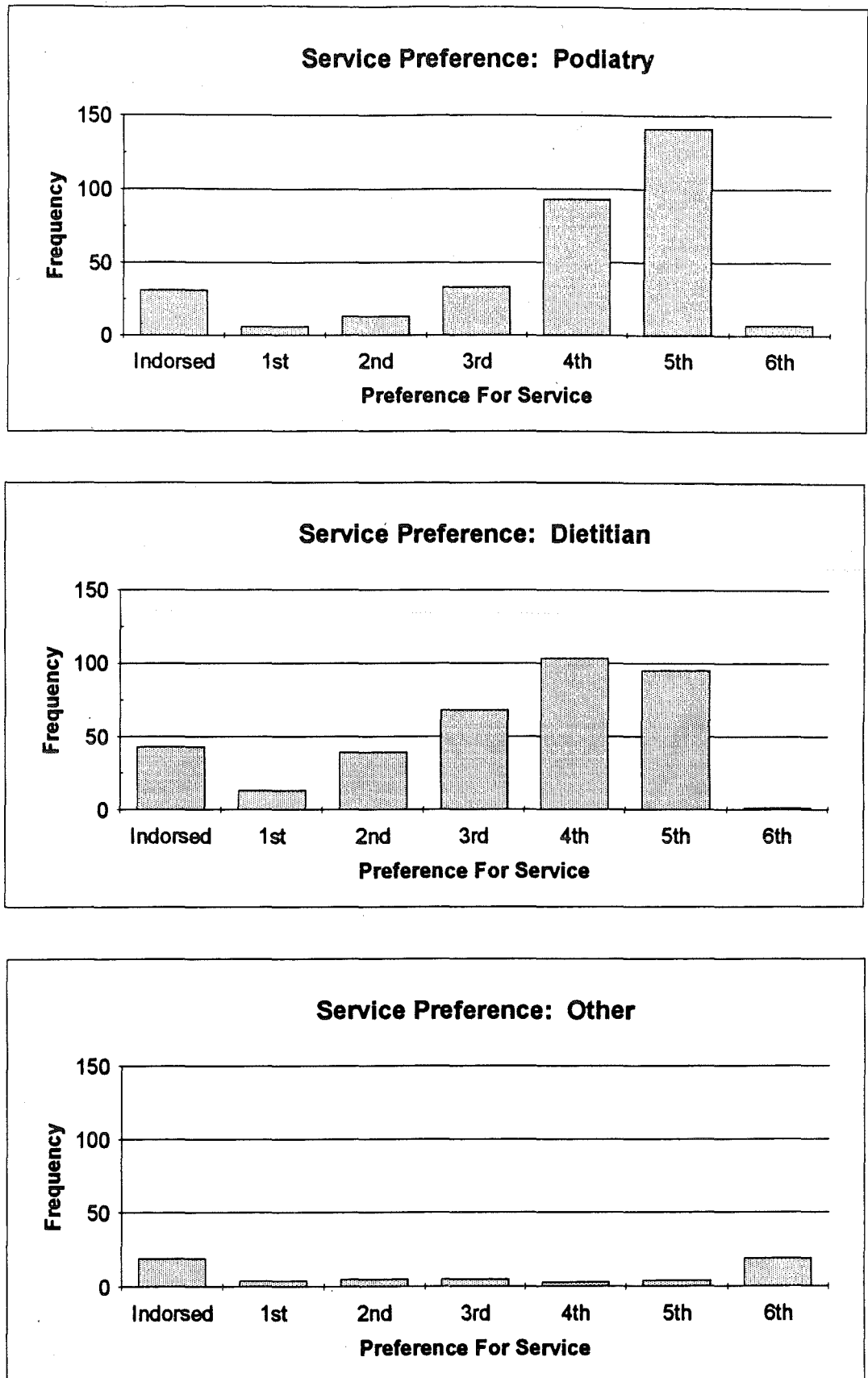


Figure 8(b) *Less preferred additional campus health services*

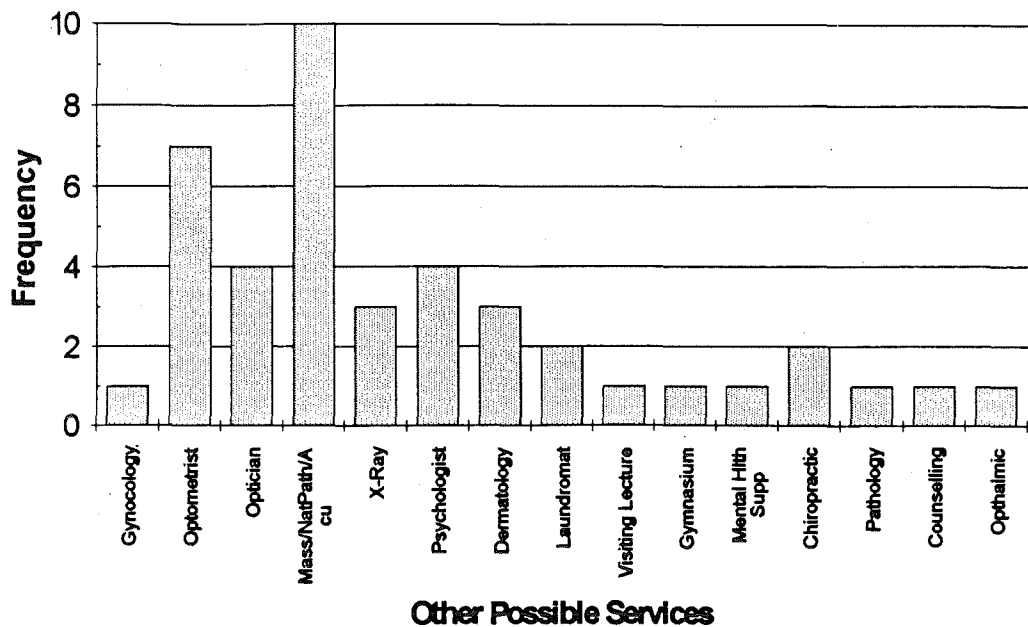


Figure 9 Range of additional campus health services designated as 'Other'

Q10 Would you be prepared to pay a fee for access to the additional professional services listed in Q9 if they were made available on your campus?

The majority of clients overall (61 percent) indicated that they would be willing to pay a fee to support these additional services should they become available on campus. Staff were far more committed than students as the respective values of 74 percent and 54 percent reveal. A much higher number of "don't know" responses (18 percent from staff and 33 percent from students) were received compared to an outright "no" rating (18 percent and 33 percent respectively) for this statement.

Q11 What hours would you prefer for the Health and Medical Service to be open during semester?

The vast majority of clients were equally divided over the three 'full' day periods listed on the survey form, with a commencing time of 8:00 am favoured by 31 percent, a start at 8:30 am by 30 percent and a 9:00 am start by 29 percent of clients surveyed. This is in general accord with the present situation, especially as some of the hours listed in the survey reflect current practises, such a 8:00 am – 4:30 pm for nursing at Churchlands, or 11:00 am – 1:30 pm for medical at Bunbury. Details specifying the present service hours appear in Appendix 2 together with other details relating to the operation and structure of the Department.

This completes the survey options for clients of the medical and nursing services. The following questions were directed specifically to those clients seeking the special physiotherapy service available on the Mount Lawley campus for students only.

Q9. Would you have still used the physiotherapy service provided on the Mount Lawley Campus if you were given a private account to pay for the treatment provided?

Q10 Who do you consider should be responsible for payment of the cost of maintaining this current free physiotherapy service to students of the University?

Less than half (45 percent) of clients indicated that they would be willing to use this service if they had to pay as a private patient. Regarding who should be responsible for maintaining this free service to students, 45 percent nominated the University, 29 percent suggested the Student Guild, and only 12 percent favoured direct payment by students. Nominal number of responses were directed at the remaining categories.

Q11 What hours would you prefer for the Physiotherapy Service to be open during semester?

The majority of clients (53 percent) indicated a preference for the existing 9:00 am to 12 noon period. The remainder of the responses were equally divided over an early afternoon start (from 12 noon), a mid-afternoon start (from 2:00 pm) and some other, unspecified, time period.

Discussion

The aim of this Report is to provide an overview for a study undertaken as part of the quality assurance procedures of the University and to evaluate the performance of the Department of Health and Medical Services. While the outcomes as presented relate mainly to the operation of the Department in general, some outcomes indicating differences between staff and students have also been included to assist with points of clarity. A more detailed analysis relating to each of these two groups individually will be provided in future reports.

Identification of the actual population to which the outcomes of this evaluation could be inferred would need to consider two different levels. In one sense, the population could be seen as all staff and students within the University community. However, not all of these people have availed themselves of the service nor is it conceivable that all of them necessarily would. With a volatile population as exists in a University, where staff and especially students are continually entering and leaving, the number of possible clients to be drawn from this variable structure would always be uncertain. To ascertain an overall

figure along these lines, a different strategy from that adopted for the present survey would be needed. Earlier in this Report, when addressing the nature of the sample as representative of the total University population, the total student population was considered as providing a reasonable basis from which to obtain some feel for the comparative distribution of the sample in terms of gender and age differences.

Another level at which to assess the population is in terms of the total clients of the Department. From this perspective, the number of clients seeking the service in any one month would be a reasonable estimate of this presumed population. Such a conclusion would be consistent with assessing the dynamics of a shifting population as identified earlier. In relation to the actual number of consultations during August, and as presented in Appendix 4, the survey sample represents 31 percent of these consultations and, therefore, any inferences drawn from the data collected would provide a valid basis for evaluating the Department in terms of its total client population.

An immediate outcome from the study indicates strong support for the services offered by the Department. A high level of satisfaction for the quality of all services is supported by both staff and students and at each of the four campus facilities. This is reinforced by the knowledge that the majority of clients have attended on more than one occasion over the six months prior to the data collection period. In addition, a significant saving in time is achieved by attending the Department on-campus. A clear implication of these outcomes is two fold. First, a significant cost factor has been established by minimising the amount of time lost from both the work face (for staff) and from studies (for students). Second, the convenience and ease of access to the Department facilities – no additional parking or transport problems – must make for a more harmonious and positive work environment for both staff and students.

These positive endorsements from clients have important implications for the Department. Firstly, the mode of creating an awareness of the role of the Department is an important facet in its operation. The importance of word-of-mouth advertising, as identified in this study, is clearly a significant medium for creating awareness of the Department's services. When coupled with the high level of satisfaction for the level of delivery of services, a strong claim for the importance of the Department's role within the University community can be established. The importance of Orientation week as a means of communication for new students must continue to remain a high priority for the Department. In this context, the role of staff orientation has also emerged as an important advertising medium for the Department. The lack of acknowledgement by students of the importance of campus publications is an avenue open for consideration by the Department as part of any future

planning strategy in this domain. For the need to service a continually changing population, especially of students, this aspect of the Department's operation must remain a high priority.

The provision of additional on-campus services received a variety of responses. From the range of options listed, the desire for a pharmacy service was seen as a high priority in any future planning associated with University. Of the other options, only physiotherapy and dentistry were rated sufficiently highly to be considered worthy of attention at this time, but the level of endorsement in both cases was neither as prominent nor as conclusive as for pharmacy. While the provision of additional services is not directly contingent upon the normal operation of the Department as presently constituted, a pharmacy would be a benefit to the health service overall, especially in terms of servicing prescriptions. The saving of time would again be a factor contributing to the likely success of this venture. In addition, a majority of respondents stated a willingness to pay a fee to support any additional services provided which, in the case of a pharmacy, would be the accepted commercial practise.

Other issues raised by this study involve specific aspects of the operation of the Department. As stated earlier in the Report, additional analyses will be undertaken to provide more details regarding the nature and differences between specific interest groups within the University. For example, a clear preference for retaining the approximate present hours of operation is endorsed, but the reaction to the exact time of opening and closing may reveal different trends across different target groups. Also, while some differences between staff and students have been noted already, a more complete analysis of the data collected for these two sub-samples will be prepared for the Division of Human Resource Management and the Student Guild respectively.

The details provided by this evaluation are essentially summative in nature and represent the first comprehensive assessment undertaken on the performance of the Department and of the value placed on its role within the University community. It has become evident from the analyses undertaken to date that a formative approach would also be of assistance in forward planning, now that a basis has been established for evaluating the services offered. Such ongoing evaluations would become an integral part of the quality assurance processes of the University and play an important role in assessing the quality of the work environment offered by the University for both its staff and students.

References

- Edith Cowan University (1993). *Submission to Committee for Quality Assurance in Higher Education*. (Report). Perth, Western Australia: Edith Cowan University.
- Sheridan, B. (1993). *Strategies for quality assurance and accountability procedures associated with the evaluation of programmes in tertiary institutions*. (Research Report No. 4). Perth, Western Australia: Edith Cowan University, Measurement Assessment and Evaluation Laboratory.

APPENDIX 1

EDITH COWAN UNIVERSITY

Department of Health and Medical Services

Mission Statement

To provide the highest quality of consultative health service and advice to students predominantly, and staff, through the effective and efficient integration of medical, nursing, physiotherapy, occupational health and safety, health promotion and educational functions.

Goals of the Service

- 1 To provide a confidential, convenient and comprehensive health service of the highest professional standard that is available to full or part time students and staff of Edith Cowan University.
- 2 To ensure that access to the service is not limited by reason of financial constraints, gender or race.
- 3 To provide expert advice to the University on matters pertaining to the health of students and staff.
- 4 To develop and implement Health promotion and education programmes directed to staff and students independently and in conjunction with Academic departments and the University Wellness programme.
- 5 To function as an integral part of the Universities services to students and to liaise appropriately with staff in academic departments.
- 6 To provide or ensure the availability of access to affordable allied health services such as physiotherapy, dietetics and optometry.
- 7 To serve as an additional resource to the University on matters pertaining to Occupational Health if requested.

APPENDIX 2

EDITH COWAN UNIVERSITY

Department of Health and Medical Services

Service Provisions

- Medical and nursing services are provided on Churchlands, Mount Lawley and Joondalup campuses.
- Medical services only are available on Bunbury Campus.
- Physiotherapy services are available (3 days per week) on the Mount Lawley campus for students only.
- No services are provided on the Claremont campus.
- Appointments are required for Medical and Physiotherapy consultations.
- No appointments are required for the provision of nursing services.

Hours of Operation

Campus	Services Provided and Hours of Operation		
	Medical	Nursing	Physiotherapy
Churchlands	8.30 am - 4.00 pm	8.00 am - 4.30 pm	-
Mount Lawley	8.30 am - 3.30 pm	8.30 am - 4.00 pm	9.00 am - 12 noon
Joondalup	9.00 am - 12 noon	8.30 am - 3.30 pm	-
Bunbury	11.30 am - 1.00 pm	-	-

Staff Employed

- Head of Department
- 6 sessional medical officers
- 6 nursing staff
- 1 physiotherapist
- 1 receptionist (Churchlands only)

Practice Billing Procedure

- Australian resident students and staff are bulk billed under the Commonwealth Medicare System.
- International students are rendered private accounts that are fully refundable under the Medibank Private Health Insurance Scheme.

APPENDIX 3

Copy of the Survey Forms



MEDICAL SERVICES QUESTIONNAIRE

PART A: General Aspects

1. Home Campus:
(Please TICK the appropriate box)

Bunbury	<input type="checkbox"/>
Churchlands	<input type="checkbox"/>
Joondalup	<input type="checkbox"/>
Mount Lawley	<input type="checkbox"/>
Other	<input type="checkbox"/>

2. Gender: Male ☐
 Female ☐

4. Your Status: Staff ☐
 Student ☐
 Both Staff and Student ☐

3. Age: < 20 years ☐
 20 to 30 years ☐
 31 to 40 years ☐
 41 to 50 years ☐
 51 to 60 years ☐
 61 + ☐

If you ticked *Student* in (4) above are you:

- 4.1 an Australian Resident ☐
 or International ☐

- 4.2 enrolled Full Time ☐
 or Part Time ☐

PART B: Services

5. How were you made aware of the presence of the University Health and Medical Service on your campus? (Tick ONE box)

Friend	<input type="checkbox"/>
Campus publication	<input type="checkbox"/>
Student Guild	<input type="checkbox"/>
Campus signs	<input type="checkbox"/>
Orientation week	<input type="checkbox"/>
Other	<input type="checkbox"/>

Please specify: _____

6. Prior to this consultation, how many times in the last six months have you used the University Health and Medical Service for MEDICAL (ie., doctor) treatment?

7. Please rate on a scale from LOW SATISFACTION to HIGHLY SATISFACTORY, the degree of satisfaction with the MEDICAL service provided. (Please CIRCLE the appropriate number)

	Low Satisfaction								Highly Satisfactory
Medical:	1	2	3	4	5	6	7	8	9

- 8 By using the University Medical and Nursing Services provided, estimate the number of work/study days, hours or minutes you consider to have saved with this MEDICAL consultation in not having to go off campus.

days	
hours	
minutes	

9. What additional allied health services would you have preference to being provided on your campus?

(Please indicate the number 1,2,3, etc., in order of preference)

Physiotherapy	
Podiatry	
Pharmacy	
Dentistry	
Dietitian	
Other	

Please specify: _____

10. Would you be prepared to pay a fee for access to the additional professional services listed in Q.9 if they were made available on your campus? *(Tick ONE box only)*

YES	
NO	
Don't Know	

11. What hours would you prefer for the Health and Medical Service to be open during semester? *(Tick ONE box only)*

11am to 1:30pm	
8am to 4:30pm	
8:30am to 4:00pm	
9:00am to 5:30pm	
12 noon to 8:30pm	
Other	

Please nominate hours: _____

THANK YOU FOR YOUR PARTICIPATION



NURSING SERVICES QUESTIONNAIRE

PART A: General Aspects

1. Home Campus:
(Please TICK the appropriate box)

Bunbury	<input type="checkbox"/>
Churchlands	<input type="checkbox"/>
Joondalup	<input type="checkbox"/>
Mount Lawley	<input type="checkbox"/>
Other	<input type="checkbox"/>

2. Gender: Male ☐
 Female ☐

4. Your Status: Staff ☐
 Student ☐
 Both Staff and Student ☐

3. Age: < 20 years ☐
 20 to 30 years ☐
 31 to 40 years ☐
 41 to 50 years ☐
 51 to 60 years ☐
 61 + ☐

If you ticked *Student* in (4) above are you:

- 4.1 an Australian Resident ☐
 or International ☐

- 4.2 enrolled Full Time ☐
 or Part Time ☐

PART B: Services

5. How were you made aware of the presence of the University Health and Medical-Service on your campus? (Tick ONE box)

Friend	<input type="checkbox"/>
Campus publication	<input type="checkbox"/>
Student Guild	<input type="checkbox"/>
Campus signs	<input type="checkbox"/>
Orientation week	<input type="checkbox"/>
Other	<input type="checkbox"/>

Please specify: _____

6. Prior to this consultation, how many times in the last six months have you used the University Health and Medical Service for NURSING treatment?

7. Please rate on a scale from LOW SATISFACTION to HIGHLY SATISFACTORY, the degree of satisfaction with the NURSING service provided. (Please CIRCLE the appropriate number)

Low Satisfaction Highly Satisfactory

Nursing: 1 2 3 4 5 6 7 8 9

- 8 By using the University Medical and Nursing Services provided, estimate the number of work/study days, hours or minutes you consider to have saved with this NURSING consultation in not having to go off campus.

days	<input type="text"/>
hours	<input type="text"/>
minutes	<input type="text"/>

9. What additional allied health services would you have preference to being provided on your campus?

(Please indicate the number 1,2,3, etc., in order of preference)

Please specify: _____

Physiotherapy	<input type="text"/>
Podiatry	<input type="text"/>
Pharmacy	<input type="text"/>
Dentistry	<input type="text"/>
Dietitian	<input type="text"/>
Other	<input type="text"/>

10. Would you be prepared to pay a fee for access to the additional professional services listed in Q.9 if they were made available on your campus? *(Tick ONE box only)*

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>

11. What hours would you prefer for the Health and Medical Service to be open during semester? *(Tick ONE box only)*

Please nominate hours: _____

11am to 1:30pm	<input type="checkbox"/>
8am to 4:30pm	<input type="checkbox"/>
8:30am to 4:00pm	<input type="checkbox"/>
9:00am to 5:30pm	<input type="checkbox"/>
12 noon to 8:30pm	<input type="checkbox"/>
Other	<input type="text"/>

THANK YOU FOR YOUR PARTICIPATION



PHYSIOTHERAPY SERVICES QUESTIONNAIRE

PART A: General Aspects

1. Home Campus:
(Please TICK the appropriate box)

Bunbury	<input type="checkbox"/>
Churchlands	<input type="checkbox"/>
Joondalup	<input type="checkbox"/>
Mount Lawley	<input type="checkbox"/>
Other	<input type="checkbox"/>

2. Gender: Male ☐
 Female ☐

3. Age: < 20 years ☐
 20 to 30 years ☐
 31 to 40 years ☐
 41 to 50 years ☐
 51 to 60 years ☐
 61 + ☐

4. Your Status:
Are you an Australian Resident ☐
or International ☐

- 4.1 Are you enrolled Full Time ☐
or Part Time ☐

PART B: Services

5. How were you made aware of the presence of a physiotherapy service on the Mount Lawley campus? (Tick ONE box)

Friend	<input type="checkbox"/>
Campus publication	<input type="checkbox"/>
Student Guild	<input type="checkbox"/>
Campus signs	<input type="checkbox"/>
Orientation lecture	<input type="checkbox"/>
Other	<input type="checkbox"/>

Please specify: _____

6. Prior to this consultation, how many times in the last six months have you used the University Physiotherapy Service?

7. Please rate on a scale from LOW SATISFACTION to HIGHLY SATISFACTORY, the degree of satisfaction with the PHYSIOTHERAPY service provided.
(Please CIRCLE the appropriate number)

	Low Satisfaction							Highly Satisfactory	
Physiotherapy:	1	2	3	4	5	6	7	8	9

- 8 By using the University Physiotherapy Service provided, estimate the number of work/study days, hours or minutes you consider to have saved with this consultation in not having to go off campus, for treatment.

days	<input type="text"/>
hours	<input type="text"/>
minutes	<input type="text"/>

9. Would you still have used the physiotherapy service provided on the Mount Lawley Campus, if you were given a private account to pay for the treatment provided? *(Tick ONE box only)*

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

10. Who do you consider should be responsible for payment of the cost of maintaining this currently free physiotherapy service to students of the University?
(Tick ONE box only)

Students receiving the service
Student Guild
Edith Cowan University
The Faculty in which the student is enrolled
Other

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Please specify: _____

11. What hours would you prefer for the Physiotherapy Service to be open during semester? *(Tick ONE box only)*

9:00am to 12 noon
12 noon to 3:00 pm
2:00 pm to 5:00 pm
Other

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Please nominate hours: _____

THANK YOU FOR YOUR PARTICIPATION

APPENDIX 4

Total Number of Consultations during the Survey Period

Medical

Campus	Staff	Students	TAFE
Churchlands	321	382	-
Joondalup	64	64	-
Mount Lawley	226	386	-
Bunbury	17	62	29
Totals:	628	894	29

Nursing

Campus	Staff	Students
Churchlands	173	138
Mount Lawley	122	310
Joondalup	40	112
Bunbury	-	-
Totals:	335	560

Physiotherapy

Campus	Staff	Students
Mount Lawley	-	94